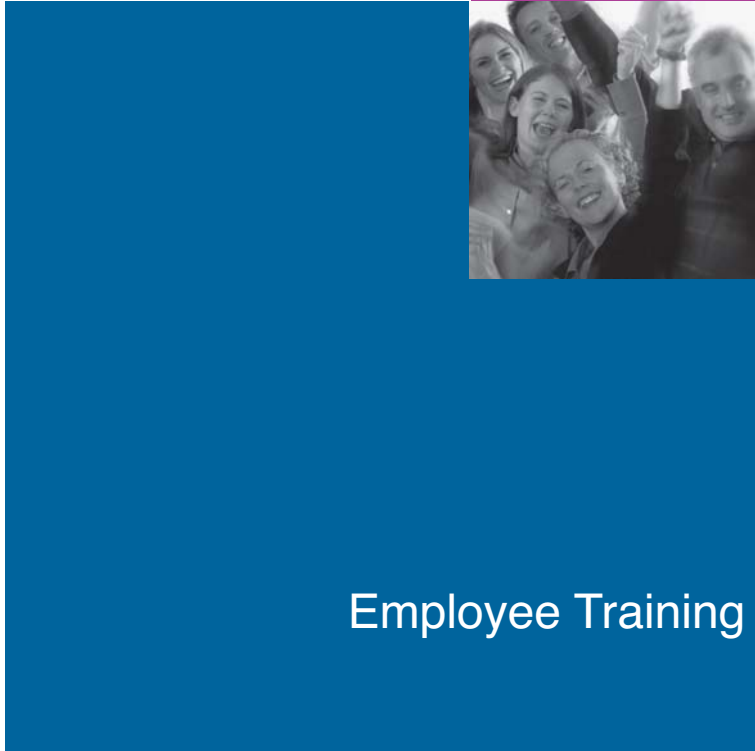


# Training Matters



Employee Training for Business

# Welcome to Training Matters

- **Lower staff turnover**
- **Higher staff morale**
- **Higher customer and client satisfaction**
- **Higher levels of efficiency**
- **Lower levels of staff costs**
- **Higher responsiveness to customer and client needs**

Your training will be built around the specific needs of your employees and be designed to work on the specific skills gaps in your organisation. We can also offer bespoke courses designed specifically for your business, and we provide our training on-site at your premises (our own training rooms can be provided if requested).

We are funded by the Learning and Skills Council (LSC) and can offer you very competitive rates for all your training needs. Our English and maths courses are fully funded by the LSC and are **free of charge** to you (at least nine learning hours per learner must be achieved). Please contact us for further details:

**Telephone: 01473 265291**

**Email: [trainingmatters@acs.suffolkcc.gov.uk](mailto:trainingmatters@acs.suffolkcc.gov.uk)**

## Developing Your Workforce

### Deaf Awareness

**For your employees who need to develop their ability to communicate with customers and clients.**

This programme delivers practical approaches to communication with the deaf and hard-of-hearing.

One day

### Customer Service

**For front line staff who engage with customers and service users.**

This programme includes – Defining good customer service, those skills which are required for good customer service. How to break down the barriers that inhibit customer service. Exploration of assumptions and prejudice. Developing active listening and how to positively respond to customers. Practical assertiveness in customer care.

One day

### First Aid – Appointed Person

**For any staff member with an interest in First Aid.**

This course is ideal for businesses who require their staff to have some knowledge of first aid, either as a back up to qualified first aiders or because they work in small groups outside of the company premises. This course is also suitable for the self employed and small businesses and covers the basic principles of first aid.

One day

### CIEH – Food Safety in Catering level 2

**For staff handling food as part of their job role.**

If any of your staff handle food, they are required to have this qualification. Delegates will receive the Chartered Institute of Environmental Health Certificate.

One day

### Counselling

**For anyone wanting to move into employment where listening skills are involved.**

This is a practical programme to provide delegates with the skills both to listen and support colleagues and clients when the occasion demands.

Participants will receive an OCN certificate in Counselling Skills.

35-hour course

### English for Speakers of Other Languages – Manual Handling & Health and Safety for Support Staff

**English is taught in the context of Manual Handling and Health and Safety at work.**

A programme for support staff who need to improve their spoken English and gain practical Health and Safety and Manual Handling skills.

Each aspect of this programme will be certificated.

30-hour course

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## Move On in English\*

**For anyone wishing to gain a nationally recognised qualification which is equivalent to GCSE Grade C.**

This course is designed to refresh English skills and examine how these skills can be useful in the workplace. It also leads to a City and Guilds Certificate in Adult Literacy at level 1 or 2.

20- or 30-hour course

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## Improving Maths\*

**For anyone wishing to gain a nationally recognised qualification which is equivalent to GCSE Grade C.**

This programme is tailor made to your organisational needs. The focus can be general, thereby improving performance when using number, or it can be centred on areas of specific need.

20-hour course

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## Personal Money Management\*

**This programme will support staff or clients whose circumstances mean that they need up-skilling in budgeting and finance.**

This package will provide an Introduction to budgeting skills, opening a bank account, managing a bank account, A.P.R.s and other sorts of interest rates and charges.

2- or 3-hour workshops or a 10–20 hour course

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## English for Work

**For individuals who need to improve their spoken and written English to make them more effective in their role.**

A programme for staff who do not speak English as their first language and who need to improve in order to make them more effective in their specific role. Leading to a nationally recognised qualification.

As required

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## Effective Communication Skills\*

**This course will assist your staff in communicating with colleagues, customers and other agencies.**

Activities include consideration of verbal and non-verbal communication.

3-hour session

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## Presentation Skills\*

**This course integrates oral presentation skills with the use of PowerPoint.**

It includes development of verbal and non-verbal communication, listening skills and taking and answering questions. All participants will use PowerPoint to deliver a presentation.

2 x 4½-hour sessions

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## Assertiveness in the Workplace

**This session will develop assertiveness skills in the workplace to assist your staff in dealing with difficult customers/clients.**

An introductory session offering practical assertiveness techniques for work place scenarios.

3-hour session

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## Team Building

**This session is to support the development of new and existing teams.**

An introductory session which explores roles and responsibilities within teams, and what skills are needed to be a good team player.

3-hour session

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## Report Writing\*

**This course will develop the skills required to produce accurate and effective reports.**

Appropriate language, style and presentation are considered through the five stages of writing; planning, drafting, editing, proof-reading and final presentation.

3 x 3-hour sessions

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## Plain English for Managers\*

**This session is designed to help managers communicate effectively with customers and colleagues.**

It will look at purpose and audience and at making writing unambiguous and accessible.

5-hour session

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## Formal Letter Writing\*

**This course will develop the skills required when writing formal letters.**

It will focus on; purpose and audience, tone/style, use of language, punctuation and layout and avoiding ambiguity.

3 x 3-hour sessions

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## Effective Writing at Work\*

**This course is for individuals who want to improve their use of spelling, grammar and punctuation.**

Activities will be set in the context of the workplace.

3 x 3-hour sessions

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## Advanced Presentation Skills\*

**A flexible programme for staff wanting to improve communication and presentation skills for work.**

Looks at how positive communication can be established and maintained and techniques for developing and enhancing presentation skills.

One-day course

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\* Fully funded. These courses are at no cost to you, providing that 9 learning hours, per learner, are undertaken.



# Supporting Teaching and Learning

## Supporting Learners

**An introductory course in literacy, numeracy and English for Speakers of Other Languages. For anyone needing to support their service users or clients.**

Qualification: Level 2 City & Guilds 9297 in Learning Support.

12 hours per unit – 8 units can be taken separately

## Training the Trainers

**This programme will support anyone who needs to learn the techniques of planning and delivering training and development sessions.**

Qualification: City & Guilds 7300 Training the Trainer.

Two-day course

## Introduction to Teaching Adults

**This course will prepare you to teach adults. This would be central to anyone delivering learning, using group work or teaching adults in the community.**

Qualification: City & Guilds 7303 Preparing to Teach in the Lifelong Learning Sector.

30-hour course

**N.B. There are eight units involved in the above courses. These units can be stand-alone or the complete course can be taken.**

# Information and Communication Technologies

## Text Production Suite

**Aimed at those wishing to develop skills in the production and presentation of a range of business documents.**

A suite of qualifications offering Certificate and Diploma accreditation at Levels 1, 2 and 3. A range of units available which include Audio-Transcription, Mail merge, PowerPoint Presentation, Word Processing.

## Computer Literacy and Information Technology (CLAIT)

**This course is for staff who need to gain a solid understanding of how to use computers. It is usually the minimum required by employers. Candidates can progress on to Level 2 (Plus) and Level 3 (Advanced).**

OCR Level 1 Certificate/Diploma for IT Users (New CLAIT) is the industry standard qualification which maps to the National Occupational Standards. CLAIT delivers in modular form the standard applications of spreadsheets, databases, presentations, information, word processing and file management.

Any of these applications can be undertaken on a stand alone basis.

## European Computer Driving Licence (ECDL)

**ECDL is the internationally recognised qualification which enables people to demonstrate their competence in computer skills. No prior knowledge of IT or computer skills is needed to study this course.**

ECDL is designed specifically for those who wish to gain a benchmark qualification in computing to enable them to develop their IT skills and enhance their career prospects. The seven modules that make up ECDL are: Basic concepts of IT; Using the computer and managing files; Word processing; Spreadsheets; Database; Presentation and Information/Communication.

35 hours

## Key In Learn On (KILO)\*

**This programme will help participants improve their English skills and provide an introduction to computing.**

The course is for 20 hours and results in a nationally recognised English certificate and an IT certificate.

## Any single module of CLAIT and Text Productions

**For anyone needing a single application.**

Provision for individuals who do not need whole qualifications.

**Please note:** Learners can work at their own pace and the length of the course is dependent upon prior knowledge. Please allow approximately 25 hours for a learner with no prior knowledge.

\* Fully funded. These courses are at no cost to you, providing that 9 learning hours, per learner, are undertaken.



# Health, Wellbeing and Care Programmes

If your organisation would like more information about our Health and Social Care training programmes, or would like us to tailor learning opportunities to the needs of your work place or workforce please contact us.

All learning opportunities are regulated by Ofsted and are underpinned by the General Social Care Councils Codes of Practice and the core NVQ units in Health and Social Care.

## Older People and Care

### Understanding Dementia

**For anyone wishing to have an introductory understanding of the different types of dementia and the different ways to support people who have been diagnosed with this condition.**

Topics will include person centred care, promoting independence, bridging the past with the present. This is a framework for understanding behaviours often associated with dementia.

One day

### An introduction to loss and grief

**For managers and care practitioners in the private and voluntary sector wishing to have an introductory understanding of the different types of loss older people often experience and the different ways to support them adapting to their changed circumstances.**

To fully understand the variety of losses older people might experience. To understand the feelings involved with loss and grief and how these might present themselves. To have increased awareness of the responses that help and hinder grieving individuals and those who support them.

One day

### English for Speakers of Other Languages – working in the Care Sector

**Participants will learn the specific communication skills they need to work efficiently with colleagues and service users.**

For support staff who need to improve the specific vocabulary and grammar to allow them to operate effectively and safely.

20-hour course

## Mental Health and Care

### Mental Capacity Act Update

**All social work practitioners and carers and anyone who needs to work within the new Mental Capacity Act.**

This course builds upon the Introduction to the Mental Capacity Act and the Kwango e-learning programme. The update is service-specific to enable participants to explore the issues related to them – for example, how to record decisions, when to involve the Independent Mental Capacity Advocate and who to involve when decisions need to be made.

3 hours

### Introduction to Mental Health

**Anyone working for people who have mental health support needs and who want to find out more about support services.**

This course provides a basic introduction to Mental Health conditions and how to work with them. Aspects of multi-disciplinary working will be covered as will treatment options available. Linkage to the Mental Capacity and Mental Health Acts will be made where appropriate.

One day

### Supporting people with dementia and learning disabilities

**For service providers for adults with learning disabilities who have not previously undergone dementia training.**

To fully understand the signs, symptoms and treatments for those with dementia and the barriers that prevent those with learning disabilities getting access to specialist support. Topics will also include bridging the past with the present, adapting living environments and a framework for understanding behaviours often associated with dementia.

One day

### Older people with mental health problems

**For managers and care practitioners in the private and voluntary sector wishing to gain understanding of the variety of reasons why older people experience short term and/or long term confusion, disorientation, memory loss, feelings of low self worth and behavioural problems.**

An increased knowledge about the signs, symptoms and treatments which are available for people with acute confusional conditions, depression and/or dementia. Participants will also have the opportunity to explore the importance of observation and reporting skills as a contribution towards effective diagnosis and treatment of older people with mental health problems.

One day



### The Mental Capacity Act – Deprivation of Liberty

**All social work practitioners and carers and anyone who needs to work within the new Mental Capacity Act.**

This course will provide an opportunity for participants to understand Deprivation of Liberty and to relate this to their specific work, reflecting on the impact this may have on their practice.

3 hours (up to)

### How to work with specific mental health conditions

**Anyone working for people who have mental health support needs and who want to find out more about a specific mental health condition and the associated ways of working with this and the support services.**

This course will enable people to discuss and reflect on their experiences and practice.

3 hours (up to)

# Learning Difficulties and Disabilities and Care

## Intimate Personal Care in Context

**This course is designed for all staff working with people who have a learning disability.**

To demonstrate an understanding of the difficult decisions that need to be taken to improve the quality of interpersonal relationships in health and social care contexts.  
To appreciate key moral dilemmas in the provision, delivery and management of health & social care services.  
To identify ways in which boundaries can be respected in situations where intimate care is being given.

One day

## Risk Assessment in Context

**This course is designed for all staff working with people who have a learning difficulty or disability.**

To ensure that staff have the skills to undertake risk assessments.  
To enable staff to become familiar with the personal risk taking policy and procedure.  
To gain practical experience of recording and reviewing risk assessments.

3 hours

# Manual Handling

## Manual Handling for Carers

**For newly employed carers and those who require updates (recommended every 2 years).**

This course provides participants with the knowledge and practical skills required to assist people to move. Learners will use a full range of equipment in a specifically designed care learning environment.

2 days

## Workplace Handling Co-ordinator

**For qualified Risk Assessors who wish to extend their skills to delivering full support in the workplace, including training care staff in Manual Handling.**

Builds on the Risk Assessor course and includes all current techniques as well as teaching and presentation skills for manual handling knowledge and skills.

8 days

## Manual Handling – Risk Assessor for Care

**For managers, team leaders and co-ordinators of care services.**

Learners will acquire the skills to carry out risk assessments in care settings to promote safe working systems.

2.5 days

## First Aid for Adult Care Settings

**Staff working in any adult care setting who may be called upon to act in an emergency situation.**

This course provides participants with the skills to act in an emergency situation, maintain first aid kits and record accidents. The course will specifically discuss situations such as falls, strokes and conditions including diabetes and epilepsy.

One day

## Risk Assessor for Care – Refresher

**For managers, team leaders and co-ordinators of care services.**

Recommended annually. To update on policy and practice.

Half day



## Improve the skills set of your workforce

### The Offer

Individual advice and guidance for employees covering:

- Current skills and knowledge
- Development needs
- Training Opportunities

Employees will be provided with a clear training action plan.

Please contact us for further information.



Telephone:  
01473 265291

Email:  
trainingmatters@acs.suffolkcc.gov.uk